

OpenX™

Data and Communication Platform

Customer Profile:

UMR

UMR is a licensed TPA founded in 1983 by Victoria Buyniski Gluckman. UMR began with four associates, one large customer and a promise - to save that customer a million dollars in their self-funded plan expenses by combining utilization management with claims administration. Ms. Gluckman's background was in administering utilization review for Federal Medicare and Medicaid, and Workers Compensation programs. This led her to the idea that cost containment would also work for the private self-funded market. UMR exceeded their customer's expectations in that first year and has gone on to become one of the largest and most successful third party administrators in the country.

Business Challenge:

- “Every month we have to send out hundreds of reports that cost us a lot for printing and postage.”
- “The clients get hard copy reports that they can’t actively analyze like they could if we sent spreadsheets.”
- “Even attaching them (reports) to emails takes a lot of time and is not HIPAA compliant unless we encrypt all the emails (the key management becomes a headache).”
- “Our clients do not have a central location to view history of reports.”
- “High-end resources are spending 3-5 man days a month distributing the reports. These resources could spend more time analyzing these reports to help save the customer money while improving customer service.”

Healthx Solution:

- Reports are generated by UMR’s claims system then converted to Excel or PDF format and transmitted automatically to the Healthx system via secure ftp
- End-users are dynamically given access to the appropriate reports
- Report Distribution requires a one-time setup (set it and forget it)
- Reduced internal manpower needed to distribute reports
- Get reports to clients more quickly and in a secure manner
- Reduces printing and mailing costs
- Allows sending of file formats that clients can manipulate (spreadsheets, PDF)
- 2 years of report history are maintained online

Goal	Strategy	Technology	Benefits
Save time of high-end resources	UMR create the report in a user friendly format	OpenX	High-end resource can spend more time analyzing the reports or do other tasks
Reduce the cost of creating and distributing reports	Automate the creation and distribution of reports	OpenX	Postal and personal time is reduced since the process has been automated
Archive reports online	Keep 2 years of reports online	The Healthx disk sub-system is used to store the reports	Reduce cost to Payor and employer because Healthx houses the reports
Ease of use for employers to get and manage reports	Enable reports to be more manageable and accessible by employers	OpenX is used to deliver access to reports via SSL connection	Employers can easily find and manipulate the information needed